

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 03/19/2008
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 295023	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 02/26/2008
NAME OF PROVIDER OR SUPPLIER CARSON CONVALESCENT CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 2898 HIGHWAY 50 EAST CARSON CITY, NV 89701		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETION DATE
F 000	INITIAL COMMENTS This Statement of Deficiencies was generated as a result of the investigation of two complaints conducted in your facility beginning on 02/15/08 through 02/26/08. Complaint #NV00017309 alleged that the facility failed to provide medications to relieve pain and anxiety in a timely manner. The complaint was substantiated with federal deficiencies cited. (F309) Complaint #NV00017093 alleged that the facility failed to provide a clean and sanitary environment for residents. The complaint was unsubstantiated. The findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigation, actions or other claims for relief that may be available to any party under applicable federal, state, or local laws.	F 000			
F 309 SS=G	483.25 QUALITY OF CARE Each resident must receive and the facility must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care. This REQUIREMENT is not met as evidenced by: Based on record review, resident and staff interview, it was determined that the facility failed to provide care and services for the relief of pain	F 309	F 309 RESIDENT # 1 DISCHARGED FROM THE FACILITY 2/4/08. RESIDENTS HAVE THE POTENTIAL TO BE AFFECTED BY FAILURE TO PROVIDE CARE AND SERVICES FOR THE RELIEF OF PAIN AND ANXIETY IN A TIMELY MANNER.		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Cheryl J. Seckhoff

Administrator

3/20/08

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 309	<p>Continued From page 1</p> <p>and anxiety in a timely manner for one resident. (Resident #1)</p> <p>Findings include:</p> <p>Resident #1: The resident was admitted to the facility on 02/02/2008 with diagnoses including status post knee surgery, osteomyelitis, and septic arthritis.</p> <p>On 2/15/08 record review revealed that the resident was admitted to the facility at 4:30 PM on 02/02/2008. The record showed that admitting nurse, LPN #1 had obtained orders for pain medication and antianxiety medication at 5:00 PM on the same date. The medication orders were: Antibiotic IV every 6 hours, Lortab 30 min before the IV antibiotic for pain, Xanax 30 min before the antibiotic for anxiety.</p> <p>On 2/26/08 at 11:00 AM in interview, Resident #1 reported that she had "asked LPN #1 " for pain and antianxiety medication "shortly after she arrived" at the facility about 4:45 PM ". She stated that at 6:15 AM on 2/3/08, she asked again for both medications and the nurse said "you will have to wait until my medication pass is done". She recounted that she approached "the nurse again at 8:00 AM on 2/3/08 to request pain and anxiety medication, and was told" by LPN #1 that she was "not done with medication pass", the resident asked why it was taking so long, and the nurse replied, "it takes me this long, I'll be through around 9:00 AM".</p> <p>Resident #1 stated that she had "cried all night on 2/2/08 because" she "was in pain and anxious and I never got any medication to help with my pain and anxiety until noon the next day, even though I kept asking for them and I had an order</p>	F 309	<p>THE CORRECTIVE ACTION IS THAT ALL LICENSED NURSES WILL BE INSERVICED ON THE FOLLOWING: MEDICATION MANAGEMENT, PAIN MANAGEMENT, PHARMACY MEDICATION ORDERING, PSYCHOSOCIAL OUTCOME SEVERITY GUIDE REGULATION, UNDERSTANDING AND MANAGING DIFFICULT BEHAVIOR, AND MEDICATION PASS CHECKLIST BY SDC OR HER DESIGNEE BY 3/26/08. SEE ATTACHMENTS F309 A-F</p> <p>MONITORING WILL OCCUR THROUGH THE FACILITY GREIVANCE PROCEDURE AND MONTHLY RESIDENT COUNCIL MEETINGS BY DON OR HER DESIGNEE. 3/20/08.</p>	3/26/08	3/20/08

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F 309	<p>Continued From page 2</p> <p>for them (the medications)". She reported that when the antibiotic is administered she becomes "very anxious and her heart beats very fast" during the administration of the intravenous antibiotic. She reported that she had received "two doses of the intravenous antibiotics" during her admission to the facility "without any pain or antianxiety medications", and she "felt so awful and was really afraid".</p> <p>Review of the record (nurses notes and the medication administration record), revealed that the patient was not given any pain medication or antianxiety medication between the time of admission (about 4:45 PM) and 2/3/08 about 12:00 PM.</p> <p>On 2/15/08 at 10:45 AM in interview, LPN #1 reported that she had started the admission process on 2/2/08 at 5:00 PM, got the orders including the antibiotic, the pain medication, and the antianxiety medication, and the night shift nurse, LPN #2, completed the paperwork. She further reported that the pharmacy had not been notified of the orders because they had been obtained too late in the day and that there had also been a snow storm that day making it likely that the medications would be delivered by pharmacy on 2/4/08. She further admitted that she could have taken medication from the "E-Kit" (emergency medication system) at the facility, however the medications ordered were not available in the "E-Kit". When asked if she had ever contacted the physician to obtain orders for medications that had been available in the "E-Kit", LPN #1 replied "no, I didn't because the resident didn't make any complaints". She stated that on 2/3/08 at 6:30 AM she did not call the physician</p>	F 309			

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F 309	<p>Continued From page 3</p> <p>"since her next dose of antibiotics was in the afternoon so I had time to finish my medication pass first". She further reported that she had informed the resident at that time "when I finish passing the medications I will call the doctor".</p> <p>On 2/26/08 at 9:15 AM in interview, LPN #2 reported that the patient had asked her for a medication three times during her shift which began on 2/2/08 at 6:00 PM and ended at about 6:15 AM on 2/3/08. She admitted that the patient complained of anxiety at 6:30 PM, and again at 6:15 in the morning. She further reported that the resident had asked for a sleeping medication at 1:30 AM on 2/3/08, as she could not fall asleep in her new surroundings. LPN #2 reported that there was no order for sleeping medication. She further reported that she had not offered to call the physician to obtain medication orders to give the resident the requested medications. LPN #2 reported the patient did not receive any of the medications requested. She reported that she had given LPN #1 a verbal report at approximately 6:00 AM on 2/3/08 and was made aware of the residents request for pain and antianxiety medications making it LPN #1's responsibility since it occurred at the time of shift change.</p> <p>CNA #1 interviewed on 2/15/08 at 11:30 AM. She reported that the resident had been crying when she went into her room on 2/3/08 at about 6:00 AM. She then "asked the patient what she could do to help her feel better", and the patient then reported to her that she had "been in pain all night, and was a nervous wreck because of it, and that LPN #1 would not give her any medication" for pain or anxiety.</p>	F 309			

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F 309	<p>Continued From page 4</p> <p>On 2/15/08 at 9:30 AM in interview, the facility social worker stated that she had met with the patient on 2/4/08 at around 8:00 AM when she arrived at work for the day, to evaluate her, as the patient had been admitted over the week-end on her days off. The social worker confirmed that the patient was very upset and had been crying. The patient then reported to her that she was in terrific pain, and was anxious but that LPN #1 had refused to give her medications for her complaints.</p> <p>On 2/15/08 at 10:00 AM the Dietary Manager was interviewed and reported that she had entered the resident's room on 2/4/08 at about 8:30 AM to discuss her dietary needs. She reported that the resident was very anxious and that Resident #1 stated she was very upset with LPN #1 for failing to give her medication.</p> <p>RN #1 was interviewed on 2/15/08 at 10:30 AM and reported that she had been notified on 2/3/08 at 10:00 AM by CNA #1, as she was the supervisor on duty, to report that the resident "was very upset and crying" because she needed her pain and anxiety medications one half hour before she gets her intravenous antibiotics.</p> <p>Record review revealed that Resident had been given two doses of antibiotics without receiving any pain or antianxiety medications on 2/3/08 at 12:00 AM, and on 2/3/08 at 6:00 AM.</p> <p>On 2/26/08 at 4:15 PM in interview, RN #2 stated that the resident "had been crying and anxious" on both occasions that she had administered the intravenous antibiotics on 2/3/08 at 12:00 AM, and on 2/3/08 at 6:00 AM. She further reported that the resident had stated "I can't take it here,</p>	F 309			

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F 309	<p>Continued From page 5 I've got to get out of here".</p> <p>Record review revealed that LPN #1 had started the pain assessment of Resident #1 on admission. The "Nursing Assessment" dated 2/2/08 at 4:45 PM contained 17 questions related to pain. Eleven of the questions were left unanswered including the questions:</p> <p>3) Does the patient exhibit any non-verbal signs that would indicate pain? 5) Does your present treatment or medication control your pain most of the time? 14) How does the pain affect sleep, appetite, physical activity, mood, energy, concentration, emotions (temper, depression, anxiety).</p> <p>Review of the personnel record for LPN #1, and LPN #2 revealed job duties/expectations listed in a document that titled "Integrated Health Services, Inc. Position Description, Licensed Practical (Vocational) Nurse:</p> <p>Listed as "Essential Functions": # 3. According to state specific regulations, implements the patient/resident plan of care and evaluates the patient/resident response.</p> <p>Under "General Patient/Resident Care": # 2. Interventions are performed in a timely manner. Explanations for delays in answers/responses are provided.</p> <p>Review of Resident #1's care plan"written on 2/2/08 by LPN #1, revealed: Problem: Patient had recent surgery. Goal: Will not experience complications related to intervention through next 60 days. Approaches:</p>	F 309			

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F 309	<p>Continued From page 6</p> <p>#2. Monitor for verbal, non-verbal signs/symptoms of pain</p> <p>#3. Medicate per physician order, monitor and record med effectiveness/possible adverse effects.</p> <p>Problem: Resident requires pain management related to right knee surgery.</p> <p>Goal: Resident will have pain controlled and maintained at a tolerable level, if not fully diminished, each occurrence daily, show a decrease in episodes through next 90 days.</p> <p>Approaches:</p> <p># 1. Evaluate for verbal/non-verbal signs and symptoms of pain, cues to assess pain severity.</p> <p># 4. Administer scheduled/as needed pain med per MD order.</p> <p>Further review revealed an incomplete unsigned care plan dated 2/2/08 that read:</p> <p>Problem: Resident has restlessness, anxiety</p> <p>Medication: anti-anxiety medication.</p>	F 309			